

City of Memphis



A C WHARTON, JR. – Mayor

Advisory Council for Citizens with
Disabilities

TENNESSEE

Memphis Transportation Advisory Committee February 14, 2014 MATA Trolley Barn

Committee Members: Betty Anderson, Chair; Louis Patrick, MCIL, William Bass, Mid-South PVA, Dennis Lynch, Sierra Club, Transportation Committee Chair.

Guest: Gregg Holman. MATA

The February Memphis Transportation Advisory Committee (MTAC) Meeting was called to order at 10:35.

Old Business:

The online application discussion was tabled due to Mr. Pearson not being present.

There was a discussion regarding ADA violations that are increasing on both fixed route and MATApplus system.

MATApplus reservation times are being changed without rider notification causing some riders to miss their trips. Ms. Anderson has personally experienced this several times recently when her pickup time was down earlier than she had scheduled when reservations were made. She stated if she is ever left because of this happening, she would file a complaint with the FTA Civil Rights Office.

New Business:

The lack of information in accessible formats for individuals who are blind or visually impaired is a major problem. Christina Clift, at the

Memphis Center for Independent Living, has in the past suggested fixed route bus schedules also be in alternate formats but these suggestions have fallen on deaf ears although not having this is an ADA violation.

There are currently two major ADA violations among some fixed route drivers that are having negative affects on ridership among people with disabilities. Some of the drivers are telling individuals who use a mobility device, other than a wheelchair, that a ramp cannot be deployed except for wheelchair users. A ramp is to be deployed without question to anyone that request it.

Ramps should not need to be requested when drivers see riders struggling to get on a bus, mobility device or not. Ramps not being deployed as they should be is being reflected on MATA's ramp deployment count. This is not only very bad customer service but could become a preventable MATA liability if someone is hurt because a ramp was not deployed when it should have been.

Some fixed route drivers are also telling riders they cannot use their MATApplus ID card for the half fare discount, again causing a negative image and is an ADA violation.

At a recent presentation a veteran stated a fixed route driver recently told him he could not ride without a PCA because his MATApplus ID stated "yes" in that area; again an ADA violation. A rider is not required to ride MATApplus with a PCA on trips where assistance is not needed just because it is stated "yes",

The Memphis Transportation Advisory Committee is pleased to welcome Dennis Lynch, Transportation Chair for the Sierra Club who was voted in as an official member at today's meeting.

The next Memphis Transportation Advisory Meeting is Friday, April 11, 2014.

Meeting adjourned at 12:15 PM.

Submitted by Betty Anderson
February 22, 2014